

STATE OF MONTANA JOB DESCRIPTION



Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Human Resources Manager

Working Title: Human Resources Bureau Chief

Position Number: 54114005

Pay Band: 7

Division and Bureau:

Human Resources & Safety Division
Human Resources Bureau

Job Code Number: 113417

Section and Unit:

Location: 2701 Prospect Avenue
Helena, MT 59601

FLSA Status: ☐ Non-Exempt ☒ Exempt

Description of the Work Unit:

The Human Resources & Safety Division leads a comprehensive human resource management and safety program for more than 2,200 employees of the Montana Department of Transportation (MDT) located in five districts across the State of Montana and in the Helena headquarters. Division responsibilities include attracting and retaining a talented and diverse group of employees; creating an organizational culture that encourages growth and continuous learning opportunities; promoting a high level of professionalism, innovation, and productivity; creating a safe working environment for all work locations by increasing oversight, training, and consultation services to managers and employees; and developing policies, systems, and service strategies that contribute to the welfare of the agency and employees while being mindful of our responsibility to maintain confidentiality, be supportive, and provide a flexible atmosphere. The Division maintains a supportive, customer-service orientation and is responsive to the changing needs and expectations of the MDT.

Job Overview:

The Human Resources Bureau Chief is responsible for developing, administering and evaluating human resources programs and staff for the MDT. This includes managing workforce planning, recruitment and selection, training and development, employee relations, classification and compensation, policy development and administration, labor relations, and special projects. The position reports to the Human Resources and Safety Division Administrator and manages nineteen (19) FTE in the Bureau.

Essential Functions (Major Duties or Responsibilities): *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

A. Program Management

40% of Time

Develop and manage human resource policies and programs to provide effective and legally-compliant workforce planning, recruitment and selection, training and development, employee relations, classification and compensation, policy development and administration, labor relations, and related human resource management services.

1. Develop and implement goals, objectives, policies, and priorities for Human Resources Bureau programs and services to effectively meet MDT business needs in compliance with employment laws and best practices in human resources management. This includes applying policy analysis and research methodologies, human resource management concepts, and program administration principles to evaluate human resource management programs, legislative impacts, operations, and policy. Synthesize and analyze gathered data to develop solutions, alternatives, and human resources policies and to provide recommendations to executives.
2. Manage the delivery of human resources services to MDT divisions and district offices through Human Resources Specialists. This includes maintaining regular communication, establishing policies and objectives, resolving problems and questions, ensuring consistency in HR management across division and district lines, evaluating the effectiveness of programs and staff, and providing direction.
3. Oversee and evaluate MDT human resources policies and procedures to ensure compliance with state and federal employment regulations and to implement best practices. Identify changes necessary due to new state legislation or federal mandates and direct the preparation and implementation of new policy and procedure through research and consultation with legal advisors.
4. Research and analyze potential consequences of developments in statutory, economic, and demographic conditions that could affect the quality, effectiveness, and well being of the workforce and department operations. Identify and promote effective human resource and workforce solutions to mitigate negative factors and take advantage of positive developments and opportunities.
5. Manage and oversee human resource staff in the areas of compensation and classification, labor relations, employee relations, and discipline. This includes developing and overseeing programs and ensuring and promoting agency compliance with human resource related laws, regulations and policies including the Fair Labor Standards Act (FLSA), the Family and Medical Leave Act (FMLA), state and federal employment law, State and MDT policy, and collective bargaining agreements. Ensure effective coordination of the Human Resources Bureau with the MDT Civil Rights Office on issues relating to the Americans with Disabilities Act (ADA), Equal Employment Opportunity (EEO) law, and associated investigations or compliance actions.
6. Oversee department workforce planning, recruitment, selection, and workforce development activities to provide attract and retain a talented and diverse group of employees and to encourage growth and continuous learning opportunities. This involves developing program objectives; analyzing organizational issues, program operations, managerial objectives and staff development needs; providing technical assistance and process improvement guidance to the Workforce Planning Section; overseeing the recruitment and selection of key positions; resolving complaints; ensuring program compliance; designing program needs assessments and evaluations; establishing and administering the MDT's performance appraisal program; and evaluating the effectiveness of agency-wide recruitment, selection, and workforce development efforts through discussions with managers, supervisors and employees statewide, review of attainment of outcomes, and personal observation.
7. Direct the administration of the Department's classification and compensation plan to provide competitive and equitable pay in compliance with state policy and law. This includes developing and administering the agency pay plan; establishing and maintaining classifications operations;

overseeing the development of compensation models and methods; directing market analyses; and analyzing, evaluating, and making recommendations on agency-wide classification and pay practices (e.g., the pay plan and career advancement policies).

8. Direct the preparation and maintenance of personnel reports and publications (e.g., disciplinary letters, department personnel policies, collective bargaining agreements, etc.) to support and document human resource operations. Supervise the preparation of reports or documents as required by legislation or MDT needs.
9. Oversee MDT employment and employee relations activities to support effective management and motivation in compliance with policy and law. This includes overseeing HR staff responsible for providing coaching, policy, corrective action and disciplinary support to MDT managers; ensuring the consistency and effectiveness of employment actions (e.g., disciplinary responses) across the agency; evaluating policies and practices for effectiveness; and participating in difficult and high-profile employee relations activities.
10. Manage labor relations with the Administrator and leadership team to maintain effective relationships with unions and ensure compliance with collective bargaining agreements. This includes overseeing HR staff involved in labor relations; recommending new contract language and provisions; meeting with the Director and management team to discuss contract provisions and negotiation strategies; preparing for and participating in union-management contract negotiations, grievances, and arbitration; administering the provisions of existing employee contracts and agreements; advising staff regarding contract provisions; and interpreting and advising management on collective bargaining agreements and provisions to ensure contract compliance. Conduct research to support interpretations and decisions, identify problem areas, draft proposals for contract negotiations, and participate in contract negotiations as necessary.
11. Serve as liaison with the community or other outside agencies with regard to Human Resources activities and programs.

B. Bureau Management

40% of Time

Manage the staff, budget and operations of the MDT Human Resources Bureau to meet agency business needs and maintain a high level of credibility as effective and responsive team members.

1. Develop and allocate program budgets; monitor and review monthly expenditures; develop program budget proposals and amendments; forecast additional funds needed for training, equipment, materials, and supplies; evaluate project/program priorities; and write related reports to ensure adequate funding for attainment of objectives and to report accomplishments and expenditures.
2. Oversee the human resources sections of division and agency planning and communication documentation (e.g., strategic planning documents and the agency website) to provide information to employees, the public and other customers. This includes reviewing, creating and updating information in collaboration with staff and customers.
3. Determine the organizational structure for human resources operations to ensure adequate support for customer needs. Identify functional and structural changes and additional HR positions required to support department needs and implement state and federal employment regulations. Recommend and justify requests for additional personnel and determine the allocation of personnel to best meet bureau needs.

4. Review bureau work plans, priorities, and procedures and monitors progress through meetings and consultations. Conduct staff meetings, disseminate data, and promote information exchange for support and advancement of division and department goals.
5. Determine the training needs of staff through analysis of program effectiveness; new standards, approaches, and policies; and staff performance. Prepare, present, and/or coordinate training for HR staff through personnel specialists, training offices, or outside consultants to ensure staff competency.
6. Identify staffing needs, recruit and hire employees, and allocate human resources to adequately support the ongoing operations and activities of the bureau. Comply with state and federal employment and civil rights laws throughout the hiring process, participate on screening and selection committees, review results and recommendations for hiring, and ensure the proper training and orientation of new employees.
7. Evaluate the performance of direct reports, complete performance appraisals and ensure the completion of appraisals by subordinate supervisors. Ensure HR staff members received clear objectives and workplace standards, effective coaching and mentoring, and accountability.
8. Recommend, implement, and monitor corrective action plans including discipline and termination. Enforce disciplinary policies to ensure consistency in the application of disciplinary actions. Resolve grievances at the lowest level whenever possible.
9. Coordinate the administration, and maintenance of internal and statewide information systems to ensure the accuracy of data and to ensure systems support agency business operations. Plan, initiate, and manage information technology (IT) projects and systems to provide automated reporting and management functions for the Human Resources Bureau.
10. Monitor internal and external customer satisfaction with services provided by the section. Maintain contact with customers to assess needs.

C. Human Resource Expertise

15% of Time

Provide expert consultation and advice to MDT management and staff on human resource management issues and projects to ensure the implementation of best practices in compliance with agency policy, collective bargaining agreements, and employment law.

1. Serve as a link between management and employees by handling questions, interpreting and administering contracts, and helping resolve work-related problems. Foster a positive attitude toward organizational objectives in areas of human resources programs, initiatives, and approaches.
2. Support the HR Administrator in aligning the bureau and division to support the MDT's overall goals and mission. This includes contributing to agency wide strategic planning efforts, analyzing workforce trends and issues, and making recommendations for agency goals and objectives.
3. Build cooperative relationships with other federal, state, and local agencies and groups to resolve mutual problems and further the success of the agency.
4. Develop workforce planning activities to ensure adequate staffing to support program operations. This includes overseeing mentoring and succession planning programs; monitoring department demographics and determining their impact on the workforce (e.g. preparing for retirements); participating in personal services budgeting and planning (including executive budget development and legislative processes); and overseeing retention and development programs.

5. Provide guidance and expert advice to MDT managers to resolve complicated, far-reaching, or contentious human resource management issues. This includes facilitating meetings to identify issues, developing plans and solutions (e.g., individual or organizational improvement plans, policy changes, management strategies), guiding managers in implementing plans and solutions, and evaluating outcomes to ensure interventions are effective.

D. Other Duties as Assigned

5% of Time

Perform a variety of other duties as assigned by the Division Administrator in support of the department mission and division objectives including providing backup for division management; participating in ongoing training and educational programs; and related duties as assigned.

Supervision

The position directly supervises the following positions and indirectly manages the staff of the Workforce Planning Section for a total staff size of 19 FTE.

| <u>Title</u> | <u>Position number</u> |
|---|------------------------|
| Workforce Planning Section Supervisor | 16007 |
| Labor and Employee Relations Specialist | 14003 |
| Compensation Specialist | 14006 |
| Human Resources Specialist | 14013 |
| Human Resources Specialist | 14015 |
| Human Resources Specialist | 14016 |
| Human Resources Specialist | 20019 |
| Human Resources Specialist | 51214 |
| Human Resources Specialist | 53214 |
| Human Resources Specialist | 55214 |
| Human Resources Specialist | 57214 |
| Human Resources Specialist | 59214 |
| Human Resources Specialist | 60084 |

Minimum Qualifications (Education and Experience):

Requires education and experience equivalent to a bachelor's degree in human resources, business or public administration, management, or a related field plus four (4) years of progressively responsible experience including human resource management, program management, and two years supervisory experience.

Required Knowledge and Skills:

The position requires knowledge of the concepts and theories of human resource administration. This includes knowledge of labor law; organizational analysis; research and analysis practices; training and needs assessment methodologies; instructional methods and evaluation processes; investigative practices; labor relations and contract negotiation techniques; recruitment and selection methods and techniques; classification; compensation; conflict resolution; staff and budget management; and the needs and business operations of the Department.

The position requires **skill** in the operation of a personal computer and business software applications (word processing, spreadsheets, databases, etc.); the operation of general office equipment; project planning and administration; speaking persuasively; conciliating; discerning other's underlying concerns; diffusing volatile situations; and designing and implementing human resource systems and policies.

Special Requirements:

List any other special required information for this position

- | | |
|--|--|
| <input type="checkbox"/> Fingerprint check | <input checked="" type="checkbox"/> Valid driver's license |
| <input checked="" type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

| | | |
|-----------------------------|--------------|-------------|
| Immediate Supervisor | Title | Date |
|-----------------------------|--------------|-------------|

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|-------------------------------|--------------|-------------|
| Division Administrator | Title | Date |
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My signature below indicates that I have read this job description.

| | | |
|-----------------|--------------|-------------|
| Employee | Title | Date |
|-----------------|--------------|-------------|

Human Resources Review

My signature below indicates that Human Resources has reviewed this job description for completeness.

| | | |
|------------------|--------------|-------------|
| | HR Manager | |
| Signature | Title | Date |
